## EXHIBIT 7

Marylee Rustand

February 17, 2005

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Page 1
  1
                     UNITED STATES DISTRICT COURT
  2
                    WESTERN DISTRICT OF WASHINGTON
  3
                              AT SEATTLE
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  5
      CASEY INVESTIGATIONS, LLC, a
      Washington Limited Liability
      Company and MARIO A. TORRES,
 6
      an individual,
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              Plaintiffs,
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         VS.
                                            No. CV04-1453C
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      PRONTO PROCESS SERVICE, INC.,
      a Washington corporation;
     NORTHWEST RAIL ENTERPRISES,
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      INC., a Washington corporation; )
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     MARK OWENS, an individual;
     GREGORY and MARY LEE RUSTAND,
13
     individually and as a married
     couple; DIANE PEFLEY, an
14
     individual; A to Z LEGAL
     SUPPORT SERVICES, a Washington
     business entity; ROBERT G.
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     LACK, an individual; WASHINGTON )
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     STATE PROCESS SERVERS
     ASSOCIATION, a Washington
     business association,
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             Defendants.
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                Deposition Upon Oral Examination Of
                           MARYLEE RUSTAND
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22
     701 Fifth Avenue, #6500, Seattle, Washington
23
24
            February 17, 2005
     DATE:
     REPORTED BY: \(\) Mindi L. Pettit, RPR, CCR #2519
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- A. There are various committees, yes.
- Q. What are the various committees?
- A. You have the handbook committee, the
- 4 membership committee, the conference -- convention 5 committee. There is an ad hoc committee regarding the
- history -- what is that? They -- they -- I can't even
- remember what that was about. I can't remember. It 7
- 8 was an old committee. It got disbanded. I don't 9 remember.
  - Q. So there are three standing committees; is that correct?
  - A. Membership, directory, handbook, and conference, four.
    - Q. All right.
    - A. Oh, continuing education. I forgot that one.
  - Q. All right. And after vice president, you served as president. What were your duties as president?
  - A. To oversee the business of the association, work closely with the administrator, make sure the committee chairs were doing their jobs and oversee the meetings -- run the meetings.
  - Q. What is the "business of the association"? What do you mean by that?
  - A. Well, the administrator -- and you would have

association. And that was presented to us in that

- first meeting. I don't recall an actual model 3 discussion.
  - Q. Are -- are you also a member of NAPPS?
  - A. Yes, sir.
  - Q. And that's the National Association of Professional Process Servers; is that correct?
    - A. Yes, sir.
  - Q. How long have you been a member of NAPPS?
    - A. Since 1992.
  - Q. What made you join NAPPS? What was your reason for joining NAPPS?
- A. I believed in getting involved with the national level would help me to understand how process 14 worked in other states so that I could better serve my clients should someone forward me work from that area.
- 17 I also felt that it would prove as an asset to 18 WSPSA to understand more about the legal process 19 industry and how we can protect our industry through legislation and felt that it would, therefore, benefit 20 21 me as a person in my business likewise. 22
  - Q. How would it benefit you in your business capacity?
  - A. If I become more aware of the laws of process and how I can better serve my clients, it not only

- to speak with Mr. Vennes or Mr. Zornes as to the duties
- of the administrator, but basically they're collecting
- the dues and paying the bills and responding to the calls that come into the association office. I don't 5 know all their duties. I don't work in there.
  - Q. Do you know how to spell Mr. Vennes's name?
  - A. Eric Vennes is V-e-n-n-e-s.
- 8 Q. And Mr. Zornes?
  - A. Robert Zornes, Z-o-r-e -- Z-o-r-n-e-s.
  - Q. Were there any other duties that you performed as president of the association?
    - A. Not that I can think of.
- Q. Ms. Rustand, since you were a founding member 14 of the organization, what was the model that you used to organize -- or for the organization of the association?
  - A. The model?
  - Q. Yeah. Did you base the organization of the association on -- on any other group?
- A. As I recall, the gentleman that called us 21 together to form the association, Robert Hoyden, had talked about what was required for a nonprofit 23 organization to be brought together, such as filing 24 with the secretary of state, and he had -- he had

already formulated a plan as to how to form the

- Page 25 enriches my life by education, it also -- I can then 1 bring it to the table of the business so that we can 3 grow and expand and provide a better service to our 4 clients.
  - Q. Does it help provide you with a competitive edae?
- A. I don't know that it would be a competitive edge. I think most of my competitors have turned out to be my friends and my mentors through the associations. In fact, there were people that I would have considered a competitor in the past who became mentors and friends because we learn to support the 13 industry together as a whole.
  - Q. Let's go back for a minute and talk about your work history. Do you currently work for -- for A to Z Legal or for Gregory Rustand, Inc., or for Rustand, Inc.?
  - A. I'm a -- I work for both Greg Rustand, Inc., and Rustand, Inc. And that involves all aspects of the corporate business.
    - Q. And what is your job title in those positions?
  - A. Greg Rustand, Incorporated, I'm the vice president -- actually the first VP, administration. And that's my title.
    - Q. Okay. And for Rustand, Inc.?

7 (Pages 22 to 25)

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A. I'm the president of Rustand, Inc., 1 2 administration.

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Q. And as first vice president and administrator of Gregory Rustand, Inc., what are your job duties?

A. I oversee the computer systems that come in in the office. Work with staff, HR, making sure that schedules are -- are out and met. And if someone has a problem, they're welcome to come to me, talk with me.

I don't have a lot of direct contact with 10 clients. Most of my work is at the computer. I work on policies and procedures. I'll work on whatever they 12 throw my way. I've cut myself back. I'm not full eight hours a day, because I'm doing other things as well now, so . . .

Q. How much time do you spend a day doing work 16 for Gregory, Inc. -- or Gregory Rustand, Inc.?

A. I would say that out of -- he's sitting right there.

MR. RUSTAND: You're under oath.

A. Approximately four hours a day, on an average, for Greg Rustand, Inc., and approximately two hours a day for Rustand, Inc.

Q. What are your job duties in your role of president -- role as president of Rustand, Inc.?

A. Again, it's mostly administrative, working

Page 28 care. Before I moved to the state, I was a model. And

worked in a restaurant. And I was a mom.

Q. That is a noble and time-honored profession. When did you move to Washington state?

A. 1972.

Q. Have you lived in Bellingham all that time?

A. Yes, sir, Bellingham and Blaine, yes, sir.

Whatcom County.

Q. Are you a part owner of Gregory Rustand, Inc., or Rustand, Inc.?

A. Yes, sir.

12 Q. Are you a co-owner of both of those 13 corporations?

14 A. Yes, sir.

Q. Regarding Washington State Process Servers 15 16 Association, who controls that association?

A. The members.

Q. The members. All of the members collectively, or does the board control?

20 A. I don't -- I don't understand exactly what 21 you're looking for in the answer here. Rephrase.

22 Q. I'll rephrase the question and clarify it a 23 bit. Who runs the day-to-day operations of WSPSA?

A. The -- the administrator, EO, director. In this case, it would be Eric Vennes. I'm not sure of

with staff, policies, employees. I touch base with the supervisors to see how things are going.

Q. What is your understanding of where A to Z Legal Services falls in this --

A. It's a branch office in Moses Lake.

Q. Okay. It's a branch office of both of these businesses or just one of them?

A. Just of Greg Rustand, Incorporated.

Q. In your capacity as vice president of Gregory Rustand, Inc., how much contact do you have with the A to Z branch office?

A. Not a lot. I used to have more contact. I go over when they have computer program problems. If someone's on vacation and they need an extra person on staff, I'll come in and help out. I communicate with 16 Diane occasionally, but not on a real regular basis.

Q. Is Diane Pefley the highest manager of the 18 agency office?

A. In Moses Lake, yes.

Q. In Moses Lake, yes. Let's see, prior to 21 working for either one of these corporations, what was 22 your previous employment?

A. I was a mom. I -- I did tailoring. I did 23 24 housecleaning. I've worked in restaurants. That was 25 all after I moved to Washington state. Worked in a day his exact title. I think it's executive director or . . .

Q. Ms. Rustand, do you -- have you ever been arrested or charged with a crime?

A. No, sir.

Q. Do you have -- have you ever served for the United States military?

A. I have to say no, but my heart says yes. I was an Air Force brat for 18 years.

Q. I -- that is a service.

A. Okay. Thank you.

Q. That is a service. But you never formally served with the United States military?

A. That is correct.

Q. Ms. Rustand, do you know Diane Pefley?

A. Yes.

Q. Okay. What is the -- what is your -- or the extent of your relationship with Ms. Pefley?

A. Business and friendship.

Q. For how long have you been friends with Ms. Pefley?

A. I don't remember the year. I'd say we've been friends seven or eight years.

Q. And how long have you conducted business with Diane Pefley?

8 (Pages 26 to 29)

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Page 30 Page 32 A. Between six and seven years. I'd have to look 1 1 A. Lately -- the last couple years, it's maybe at the date. I don't remember the date. 2 been two or three times a month. 3 Q. How did you meet Ms. Pefley? 3 Q. And what is the substance of those 4 A. At a WSPSA meeting, annual conference. communications? 5 Q. Do you remember where or when? 5 A. Somewhat work related, somewhat personal, "How 6 A. I don't remember where we were or the year. I 6 are you doing?" 7 just remember the meeting. 7 Q. Are you familiar with a man named Mark Owens? 8 Q. Okay. My understanding is that your business 8 A. Yes. 9 purchased A to Z from Diane Pefley. Is that correct? 9 Q. Okay. What is your -- what is your 10 A. Purchased? 10 relationship with Mark Owens? Q. Well, how did you come to -- to have A to Z as 11 11 A. I know that I've met him at WSPSA meetings. 12 <u>a --</u> 12 I've spoken to him on the phone regarding papers to and 13 from the office. I was a friend of his father's. I A. We did a --13 14 Q. -- Moses Lake branch? know his mother and his father. So -- I don't think of 14 15 A. We did a two-year merge with an option to then him as a close friend, but an acquaintance. 15 16 become a primary. 16 Q. Were you close friends with his mother and 17 Q. And what -- what year was that initiated? 17 father -- or father? A. That's the year I can't remember. I want to 18 A. No, just through WSPSA. Just through the 18 say that was six or seven years ago. I'd have to pull 19 19 meetings when we were first starting the association. 20 the paperwork on it, I'm sorry. 20 Q. Have you ever visited Mr. Owens? 21 Q. And did you -- did you initiate that proposal? A. I believe he had a WSPSA meeting one time in 21 22 A. My husband and I together. his town. We went to his office to meet and then went 22 23 Q. How knowledgeable are you about the Moses Lake 23 to a close restaurant to hold the meeting. They had a office for A to Z? Are you familiar with its 24 board room or luncheon room, so we could have our lunch 24 day-to-day operations? 25 together and meet. Page 31 Page 33 1 A. The general day-to-day operations, yes. Q. Do you recall what year that was? 1 2 Q. Are you familiar with its client list? 2 A. No. 3 A. Some of its clients, from when I've worked in 3 Q. How often have you spoken with Mark Owens in 4 the office. the past five years? Or how many times have you spoken 5 Q. Which clients are you familiar with? 5 with Mr. Owens in the past five years? 6 A. The -- I've answered the phone and spoken to 6 A. If I speak to him three or four times a year, 7 some of the local attorneys in town. Clients in the 7 that's a lot. That's probably about my average. 8 area. I have to scratch my head for names. 8 Q. In these conversations, do they concern your 9 Q. Can you recall any names at this time? 9 sending business to him? 10 A. Of some clients? 10 A. They have regarded process, yes. 11 Q. Right. 11 Q. Do they concern his sending business to you? 12 A. ABC, Legal Couriers, Pronto, Armada, Black, 12 A. Yes, service of process, either direction. 13 Northwest Legal, Polanski. I always have a hard time 13 Q. Ms. Rustand, are you aware of competitors for with that name. I don't know. I don't know all their 14 A to Z in the -- in the Moses Lake area? 14 15 clients' names. 15 A. I know of AMPM, Darwin Hines. 16 Q. Okay. Who is Black? 16 Q. Other than the -- the Hineses, are you 17 A. An attorney. I can't -- I think her name is 17 familiar with any other competitors? 18 Barbara Black, an attorney. Just people we do business 18 A. Not that I can recall. 19 Q. Ms. Rustand, are you familiar with a person 19 20 Q. Is Polanski also an attorney? 20 named Robert Lack? 21 A. Yes. And she's probably going to tell me I 21 A. No. 22 said those names wrong. I don't know them personally. 22 Q. Have you ever heard the name Robert Lack prior 23 I just -- from answering the phone. 23 to the -- this lawsuit? 24 Q. How often do you and Diane Pefley speak or 24 A. No. otherwise communicate? 25 Q. Have you ever met Mario Torres?

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Page 34 Page 36 1 A. No. A. I'm getting back into the working field. 2 Q. Have you ever spoken with Mario Torres? We -- I still help care for his grandmother now who 3 lives with us who has dementia. So I do go in as much 4 Q. Has anyone ever spoken about Mario Torres to as possible. 5 you prior to this lawsuit? 5 Q. How closely have you worked with Diane Pefley 6 A. No. 6 regarding A to Z? 7 Q. Has anyone ever spoken to you concerning Casey 7 A. In the beginning, quite closely, when we were 8 Investigations prior to this lawsuit? setting up computers and setting up programs and 9 A. No. 9 procedures and what have you. Over the last two and a 10 Q. Are you aware of Casey Investigations? half years, not as closely. Only as a -- on a on-need 11 A. Now. basis. When someone is on vacation or there is a Q. Were you aware of Casey Investigations prior 12 12 problem with some equipment, then I'll go over and 13 to the lawsuit? 13 assist in any way I can. 14 A. No. 14 Q. So it's fair to say because of your family 15 Q. Has Diane Pefley ever discussed Mario Torres 15 concerns, you've withdrawn from a great deal of your or Casey Investigations with you prior to the -- this 16 business activities. Is that correct? 16 17 lawsuit? 17 A. It's consumed a lot of my time lately. 18 A. No. 18 Q. Ms. Rustand, prior to the institution of this 19 Q. Were you aware of any participation by Ms. 19 lawsuit, were you aware of any complaints -- and by 20 Pefley in an investigation into Mario Torres or Casey 20 "complaint," I don't mean complaint as in something 21 Investigations? 21 that starts a lawsuit. I mean, complaint as in 22 A. No. 22 something that starts an investigation -- of any 23 Q. Ms. Rustand, I'd like to ask you some 23 complaints regarding Mario Torres to the Liquor Control 24 questions about your relationship with Gregory Rustand. 24 Board? 25 He is your husband; is that correct? 25 A. No. Page 35 Page 37 1 A. Yes. 1 Q. Has anyone ever discussed or are you aware of Q. And how long have you been married? 2 2 any rumors concerning Mario Torres? 3 A. 19 years. 3 A. Prior to this lawsuit? 4 MR. RUSTAND: Then I got it right. 4 Q. Prior to this lawsuit, 5 MR. MYHRE: Good for you. 5 A. No. 6 MR. RUSTAND: Seems longer. 6 Q. Ms. Rustand, do you own a cell phone? 7 THE WITNESS: We've been together longer. 7 A. Yes, sir. 8 Q. Ms. Rustand, how closely do you work with your 8 Q. What is the number of your cell phone? 9 husband in your businesses? 9 A. (360) 739-0721. 10 10 A. Normally, it was very close. The last two Q. And who is the service provider for the cell 11 years, it has not been close -- in business. 11 phone? 12 Q. And when you say worked "very close," what do 12 A. Verizon. 13 you mean? 13 Q. And how long have you had that number and the 14 A. Prior to two years ago, I was there quite a 14 service provider? bit. Actually two -- it would be . . . Up until about 15 A. For as long as I've had a cell phone. July -- June, July of 2002, I was there full-time and 16 Q. How long is that? working very close and very active with the business. 17 17 A. '90, 1990 area, early '90s. 18 And after that time, I had to pull away and cut my 18 Q. Do you know -- do you have any other phones? 19 hours back. 19 A. Business phones. 20 Q. Why did you pull away and cut your hours back? Q. Is your business phone the same as your 20 21 A. Because my father was dying of Alzheimer's and 21 husband's? 22 I took care of him until the end of his life. I was 22 A. Yes, sir. 23 his guardian, and I took care of him. 23 Q. Okay. And who is the service provider for 24 Q. Have you -- have you since returned to working 24 that phone? 25 closely with your husband? 25 A. We work with a company called UCI, which is

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United Communications, Incorporated, as well as Quest 2 and ATG handles two lines and Internet. And I believe

Sprint does part of the long distance.

Q. Well, that's certainly a lot of providers. Do you have the phone records from the business, or does --

- A. They're maintained in the corporate office by our bookkeeper.
  - Q. How far back do those phone records go?
- A. I honestly couldn't tell you, but I do believe we hold records up to five years. But I'm not sure about the phone records.
- Q. And what about your cell phone? Are there -do you have records regarding your cell phone for the past five years?
- A. Well, my bookkeeper would have them, but I don't know how long she keeps them.
- Q. Who is the service provider for your home phone?
  - A. Verizon.
- Q. And for how long have they been the service provider for your home phone?
- A. I'd say, ten or 11 years, unless it was Quest before that. I don't know. I don't remember.
  - Q. Ms. Rustand, have you ever attempted to

association?

- A. I'm assure -- I'm sure as EO, he did, yes.
- Q. All right. Are you familiar with his methods of recruiting?
- 5 A. I remember attending a state association -this is through NAPPS -- state-chartered association
- summit in Memphis -- I don't remember the year -- and
- he invited people to join as affiliates. And he said,
- you know, "We would welcome you as members. And anyone
- who is interested, please contact me, and I'll provide
- you an application." It was just a simple little --
- 12 during the introduction and greeting, which all the
- people who were representing different state 13
- 14 associations did.
- 15 Q. And that was to solicit cross membership in 16 the organization; is that correct?
- 17 A. Yeah. If you want to be a member -- want to, 18 you know, join our group, feel free.
- 19 Q. Are you aware of his recruiting any members 20 inside Washington state for the association?
- A. I would only be able to assume that he did. I 21 22 don't -- didn't witness any.
- 23 Q. Are you familiar with a man named Dennis 24 Copeland?
  - A. Yes.

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recruit anyone for the Washington State Process Servers

Association for membership?

A. Yes.

Q. And could you please describe that recruitment.

A. When I attend like a national meeting or another state association meeting, I would bring our directory and our handbook and show it to people. And on the last page, I believe, of the directory is an application form inviting people to join, which also is available on the Web site.

Q. Do you ever independently provide an application to a prospective member?

MR. WINSKILL: Independently of what? MR. MYHRE: Independent of the handbook.

- A. You mean, the directory?
- Q. Or of the directory.
- A. I believe at the annual conference, WSPSA prints out several of them and they're available on a display table where the vendors go during a conference.
- 21 I haven't personally, no. 22
  - Q. Are you aware of Mr. Zorne ever having -- or Zornes --
    - A. Robert Zornes.
  - Q. -- ever having recruited members to the

Q. How long have you known Dennis Copeland?

A. I believe I met him shortly after WSPSA was

3 formed, probably within the first year or so after

- WSPSA was formed. So we're talking 19 years, maybe.
  - Q. Did you meet him through the association? A. Yes, I did.
- Q. Was he a member of the association at that time?
- A. I believe he joined shortly after we formed, if he wasn't there at the beginning. I don't remember.
- Q. Do you know if he's currently a member of the association?
- A. Yes, he is.
- Q. Are you familiar with someone named Rachel Montgomery?
  - A. No.
- Q. Ms. Rustand, I'd like to ask you some questions about your affirmative defenses in this case. As you --

20 MR. WINSKILL: That means we're getting near 21 the end.

MR. MYHRE: It may, at that.

- Q. Ms. Rustand, were you served with a summons 24 and complaint in this matter?
  - A. Yes.

11 (Pages 38 to 41)

Page 46 MR. MYHRE: Other than what she's already 1 1 2 said. 2 3 A. No. 4 Q. Ms. Rustand, have you ever spoken with anyone from Evergreen Financial Services regarding Mario 5 Torres or Casey Investigations? 6 6 7 A. No. 7 8 Q. Have you ever spoken with anyone from Yakima 8 9 County Credit Services regarding Mario Torres or Casey 9 10 Investigations? 10 A. No. 11 11 12 Q. Have you ever had any communications with 12 13 anyone from Pronto Process Service, Inc., regarding 13 Mario Torres or Casey Investigations? 14 15 A. No. 15 16 (Ms. Pefley entered.) 16 17 Q. Have you ever had any conversation or other 17 communications with anyone from A to Z regarding Mario 18 18 19 Torres or Casey Investigations? 19 20 A. Not since this action began, no. 20 21 Q. And since this action began? 21 MR. WINSKILL: You mean, since it began or not 22 22 23 before it began? 23 24 THE WITNESS: I\_mean, since I got legally 24 25 served and I had to call and ask what I was getting 25

Page 48 A. No. Q. Are you aware of anyone in your employ having any communications with any of your clients or potential clients concerning Mario Torres or Casey Investigations? A. Prior or -- before or -- during? I don't understand the question. Q. At all. A. At all. Ever at any time? Q. Yeah. A. Clients. Just what I heard here today. Q. And what do you recall hearing today regarding those communications? A. That Diane testified that she had talked to somebody. I don't remember the name. Q. Other than this -- that testimony, do you have any other awareness of communications from anyone in your employ to clients or potential clients regarding Mario Torres or Casey Investigations? A. No. Q. Have you retained any experts in this matter? A. No. Q. Ms. Rustand, approximately what volume of

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served with. I didn't know anything about it. MR. WINSKILL: Oh, okay. Whatever. Ask another question.

Q. So, prior to your being served in this lawsuit, had you communicated with anyone at A to Z concerning Mario Torres or Casey Investigations?

A. No.

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- Q. All right. Have you had any communications with anyone at Armada regarding Mario Torres or Casey Investigations?
  - A. No.
- Q. Have you had any communications with the Liquor Control Board regarding Mario Torres or Casey Investigations?

A. No.

Q. And when I'm asking you "ever," that's -- I'm not -- that's not limited to prior to the service of --18

A. Ever.

- 19 Q. Ever, okay. Have you had any communications with the Washington State Ethics Board concerning Mario 20 Torres or Casey Investigations? 21
  - A. No.
- 23 Q. Have you had any communications with any of 24 your clients or potential clients concerning Mario

25 Torres or Casey Investigations?

Page 49 1 A. I don't work in that division in the office. so I couldn't answer that. I'd have to have someone pull the numbers for me, because I don't -- I don't 3 4 work in that. 5

business do you refer to other WSPSA members on a

Q. Who -- who would pull those numbers for you?

A. From Moses Lake, it would be Diane, and from Bellingham, it would be Monica, or the easiest would be the bookkeeper.

- Q. When you say "Monica," who is Monica?
- A. Unser.

yearly basis?

Q. Could you spell that last name.

A. U-n-s-e-r. Or the bookkeeper, Mary Hone. Other than that, I don't know who would be the better person to do it.

Q. I'd like to show you some of the exhibits that we've looked at earlier today to see if you have ever seen these documents before.

MR. MYHRE: Could we please show her Exhibit-No.-14.

- Q. Ms. Rustand, have you ever seen Exhibit-No.-14 before?
- 22 A. Not before today.

MR. MYHRE: Okay. Would you please show the witness Exhibit-No. -- I believe it's 15 or 13 --Exhibit-No.-13.

13 (Pages 46 to 49)